

LISTING OF CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

Claim 1 (Currently Amended) A computer-implemented method for monitoring a performance of a business activity, comprising:

analyzing the business activity; and

determining at least one performance criterion applicable to the business activity, the at least one performance criterion being operable to validate that the business activity is in compliance with an expected behavior of the business activity;

selecting at least one predefined business performance model from a plurality of predefined business performance models ~~for monitoring the performance of the business activity~~ based upon the at least one determined performance criterion;

monitoring the business activity using the at least one selected predefined business model; and

displaying performance data of the monitored business activity.

Claim 2 (Currently Amended) The method for monitoring a performance of a business activity as set forth in claim 1, ~~wherein the plurality of predefined business performance models is a first business performance model, a second business performance model and a third business performance model~~ further comprising:

selecting a category of users; and

generating an interface based on the at least the selected predefined business performance model and the selected category of users for displaying performance data of the business activity, wherein

the displaying the performance data of the monitored business activity includes displaying the performance data to the category of users; and

generating the interface includes selecting the interface from a plurality of predefined interfaces.

Claim 3 (Currently Amended) The method for monitoring a performance of a business activity as set forth in claim 2, wherein

the plurality of predefined business performance models is a first business performance model, a second business performance model and a third business performance model;

the first business performance model is used to monitor the performance of at least one business activity involving at least one user accessing a service in order to perform at least one transaction requiring an immediate response;

the second business performance model is used to monitor the performance of at least one business activity involving a flow of data having to be processed through at least one application and then distributed; and

the third business performance model is used to monitor the performance of at least one business activity involving at least one operation that needs to be completed before a predetermined time.

Claim 4-5 (Cancelled).

Claim 6 (Currently Amended) The method for monitoring a performance of a business activity as set forth in claim 2 3, wherein

the first business performance model, the second business performance model and the third business performance model each include a plurality of predefined sub-processes.

Claim 7 (Original) The method for monitoring a performance of a business activity as set forth in claim 6, wherein

the plurality of predefined sub-processes for the first business performance model, for the second business performance model and for the third business performance model include a first sub-process, a second sub-process and a third sub-process.

Claim 8 (Original) The method for monitoring a performance of a business activity as set forth in claim 7, wherein

the plurality of predefined sub-processes of the first business performance model, the second business performance model and the third business performance model each include one or more predefined metrics.

Claim 9 (Original) The method for monitoring a performance of a business activity as set forth in claim 1, wherein

the business activity is a business process.

Claim 10-15 (Cancelled).

Claim 16 (Currently Amended) A computer-implemented method for viewing performance data of a business activity, comprising:

developing a plurality of business performance models based on at least one performance ~~criteria~~ criterion, the at least one criterion being operable to validate that the business activity is in compliance with an expected behavior of the business activity;

analyzing the business activity;

determining at least one performance criterion applicable to the business activity;

selecting at least one business performance model from the plurality of developed business performance models for monitoring a performance of the business activity, each business performance model associated with the at least one determined performance ~~criteria~~ criterion;

monitoring a performance of the business activity using the at least one selected business performance model; and

generating the performance data by using the at least one ~~developed~~ selected business performance model; and

displaying the generated performance data.

Claim 17 (Currently Amended) A system for monitoring a performance of a business activity, comprising:

an interface associated with a user device for viewing performance data associated with the business activity; and

a server operable to store at least one predefined business performance model and to generate the performance data using the predefined business performance model,

the server further operable to analyze the business activity and select at least one predefined business performance model from a plurality of predefined business performance models for monitoring the performance of the business activity, each predefined business performance model associated with at least one performance criteria, to monitor the performance of the business activity, and to display the performance data of the business activity.

Claim 18 (Original) The system for monitoring a performance of a business activity as set forth in claim 17, wherein

the predefined business performance model includes at least one metric.

Claim 19 (Original) The method for monitoring a performance of a business activity as set forth in claim 17, wherein

the business activity is a business process.

Claim 20-22 (Cancelled).

Claim 23 (Currently Amended) The method for monitoring a performance of a business activity as set forth in claim 22 16, wherein

the at least one performance ~~criteria of one of the plurality of predefined business performance models~~ criterion is response time which allows for monitoring the response time of the business activity.

Claim 24 (Currently Amended) The method for monitoring a performance of a business activity as set forth in claim 22 16, wherein

the at least one performance ~~criteria of one of the plurality of predefined business performance models~~ criterion is fluidity which allows for monitoring the flow of data of the business activity.

Claim 25 (Currently Amended) The method for monitoring a performance of a business activity as set forth in claim 22 16, wherein

the at least one performance ~~criteria of one of the plurality of predefined business performance models~~

criterion is completion time which allows for monitoring the completion of one or more operations by a predetermined time.

Claim 26 (Currently Amended) A computer-implemented method for monitoring a business activity, comprising:

analyzing an existing business activity; and

selecting at least one predefined business performance model from a plurality of predefined business performance models for monitoring the performance of the existing business activity;

developing at least one business performance model based on the at least one performance criteria;

monitoring the performance of the existing business activity;

selecting a predefined category of users from a plurality of predefined categories of users;

generating performance data using the at least one developed business performance model; and

displaying the generated performance data, wherein the analyzing includes analyzing at least one performance criteria of the existing business activity; and

the selecting includes selecting the at least one predefined business performance model from a plurality of



business performance models at least based on the at least  
one performance criteria.

Claim 27-29 (Cancelled).